

**UNITED STATES DISTRICT COURT  
EASTERN DISTRICT OF NEW YORK**

**X**

Rosemarie Stabile

**Plaintiff**

**Docket No. 11 CV 1152**

**-against-**

United Recovery Systems, L.P.  
and Law Offices of James A.  
West, P.C.

**Defendant**

**AMENDED COMPLAINT AND  
DEMAND FOR JURY TRIAL**

**TRIAL BY JURY DEMANDED**

Plaintiff, by her attorney Joseph Mauro, complaining of the Defendants respectfully alleges and shows to the Court as follows:

**I. INTRODUCTION**

1. Plaintiff is suing the Defendant debt collectors because the Defendants have used deception and harassment in an attempt to collect an alleged debt from the Plaintiff.

Defendant also persistently utilized an automatic telephone dialing system to call the Plaintiff's cellular telephone, violating the Plaintiff's privacy rights afforded under federal law. The Defendants telephoned Plaintiff over 250 times without the Plaintiff's consent. Additionally, the Defendants spoke to the Plaintiff's neighbors and family, and falsely indicated that they were calling from a lawyer's office.

2. This is an action for damages brought by an individual consumer for Defendants' violations of the Fair Debt Collection Practices Act, 15 U.S.C. 1692, et seq. (hereinafter "FDCPA"); and the Telephone Consumer Protection Act (TCPA), 47 U.S.C. Section 227 et seq. and New York General Business Law.

## **II. JURISDICTION AND VENUE**

3. Jurisdiction of this Court arises under 15 U.S.C Section 1692k (d); 28 U.S.C Section 1331 and or 18 U.S.C. Section 1337; and supplemental jurisdiction exists for state law claims and the TCPA claims pursuant to 28 U.S.C. Section 1367 as these claims are predicated upon the same facts and circumstances that give rise to the federal causes of action. Additionally, the Court has jurisdiction based upon the provisions of 28 USC Sec. 1332 in that there exists complete diversity of citizenship between the Plaintiff and the Defendants and the amount in controversy exceeds \$75,000.00 exclusive of interest and costs. Declaratory relief is available pursuant to 28 U.S.C. Section 2201, 2202 and New York State law. Venue in this District is proper in that the Defendant transacts business here; and the conduct that is the subject of this complaint occurred here.

## **III. PARTIES**

4. Plaintiff, Rosemarie Stabile, is a natural person residing in the State of New York. Plaintiff is a consumer as defined by the FDCPA.

5. Defendant United Recovery Systems, LP. (hereinafter "URS") is a business engaged in collecting debts in this state. The principal purpose of Defendant is the collection of debts, and Defendant regularly attempts to collect debts alleged to be due another. Defendant is a "debt collector" as defined by the FDCPA, 15 U.S.C. Section 1692a(6).

6. Defendant Law Offices of James A. West, P.C. (hereinafter "West") is a business engaged in collecting debts in this state. The principal purpose of Defendant is the collection of debts, and Defendant regularly attempts to collect debts alleged to be due another. Defendant is a "debt collector" as defined by the FDCPA, 15 U.S.C. Section 1692a(6).

7. The Plaintiff alleges that at all times herein mentioned, each of the Defendants were, and is now, the agent, servant, employee and/or other representative of the other Defendant, and in doing the things herein alleged, was acting in the scope, purpose and authority of such agency, service employment, and/or other representative capacity with the permission, knowledge consent and/or ratification of the other Defendants. URS and West are responsible and liable for the acts of its employees. Any reference hereinafter to "Defendant," or "Defendants," or "Debt collector," without further qualification is meant to refer to each and all Defendants herein jointly and severally.

8. The alleged debt of Plaintiff was incurred for personal, family, or household services in that it was a debt alleged to be owed for the lease of an automobile used for personal purposes. No part of the debt was incurred for business purposes.

9. At all times relevant to this complaint, the Plaintiff was and is a "person" as defined by the TCPA 47 U.S.C. Section 153 (32).

10. At all times relevant to this complaint, the Defendants owned, operated, and or controlled "customer premises equipment" as defined by the TCPA 47 U.S.C. Section 153(14) that originated, routed, and/or terminated telecommunications.

12. The Defendants at all times relevant to the complaint herein engages in "telecommunications" defined by the TCPA 47 U.S.C. Section 153(43).

12. The Defendants at all times relevant to the complaint herein engages in “interstate communications” by the TCPA 47 U.S.C. Section 153(22).

13. At all times relevant to this complaint, the Defendants have used, controlled, and/or operated “wire communications” as defined by the TCPA 47 U.S.C. Section 153(52), that existed as instrumentalities of interstate and intrastate commerce.

14. At all times relevant to this complaint, the Defendants have used, controlled, and/or operated “automatic telephone dialing systems” as defined by the TCPA 47 U.S.C. Section 227(a)(1) and 47 C.F.R. 64.1200 (f) (1).

15. The acts of the Defendants alleged herein were conducted by its employees acting within the scope of their actual or apparent authority. The Plaintiff alleges that at all times herein mentioned, each of the defendants were, and is now, the agent, servant, employee and/or other representative of the other defendants, and in doing the things herein alleged, was acting in the scope, purpose and authority of such agency, service employment, and/or other representative capacity with the permission, knowledge consent and/or ratification of the other defendants. Any telephone calls made by West and any calls made in which the caller identified themselves as being associated with West, were made using the same equipment and system utilized by URS.

#### **IV. FACTUAL ALLEGATIONS**

16. Plaintiff repeats paragraphs “1” through “15” as if fully restated herein.

17. The Plaintiff’s husband leased an automobile, and the Defendants allege that the Plaintiff co-signed for the lease. After the Plaintiff’s husband passed away, the car was

repossessed and allegedly sold at auction. The Defendants assert that the Plaintiff owes \$9,357.93 to US Bank for the lease.

18. In an attempt to collect the alleged debt, the Defendants telephoned the Plaintiff over 100 times within a four month period. Defendant called as many as eight times in a single day. The Defendants actions were intended to harass the Plaintiff into paying the alleged debt.

19. Notwithstanding that the Defendant knew the Plaintiff's telephone number and address, in or around September 2010, the Defendant URS telephoned the Plaintiff's daughter and communicated with her seeking information about the Plaintiff. When Plaintiff's daughter asked how the Defendant obtained the Plaintiff's telephone number, the Defendant hung up the phone.

20. In or around September 2010, the Defendant URS telephoned the Plaintiff's neighbor and informed the neighbor that they were calling with an emergency and needed the Plaintiff's cellular phone number immediately. The Plaintiff's neighbor gave the defendant the Plaintiff's cellular phone number.

21. After obtaining the Plaintiff's cellular phone number, the Defendants utilizing an automatic telephone dialing system telephoned the Plaintiff's cellular phone consistently without Plaintiff's consent. The Defendants caused the Plaintiff's home phone number to ring and then within seconds, the Plaintiff's cellular phone would ring indicating that the Defendant was using a machine to call the Plaintiff's telephones. The Defendants own collection notes reflect that the Defendants utilized an automatic telephone dialing system to call the Plaintiff. (Exhibits A & B) The Defendants' collection notes admit that they used an "Interactive Intelligence" automatic dialer to call the Plaintiff. "Interactive

Intelligence” identifies their dialer as a “predictive dialer” and indicates that the calls from the dialer are “agentless.” (Exhibit C) The Defendant URS has registered their “Interactive Intelligence” automatic telephone dialing system with the state of Texas as an automatic dialing system. (See Exhibit D) The Defendant URS makes over 480 million debt collection calls per year, and has approximately 1000 employees. It is physically impossible for the Defendants to manually dial these telephone numbers. The sheer volume of calls made to the Plaintiff and the miniscule amount of time between the calls, indicates that the Defendants were using an automatic dialer to call the Plaintiff. The Defendants’ automatic dialer system contains a function that projects a false caller ID number onto the callee’s Caller ID unit. The Defendants utilized this dialer function and projected a false caller ID number onto the Plaintiff’s Caller ID display. The number projected began with a (631) area code and was projected by Defendant’s dialer to give the Plaintiff the false impression that the Defendant was located physically close to the Plaintiff. The Plaintiff was charged for the calls made to her cellular phone by the Defendants.

22. Defendant URS telephoned the Plaintiff and utilized machinery that falsely indicated to the Plaintiff that the telephone call was coming from someplace within the (631) telephone area code. When the Defendant telephoned the Plaintiff, the Plaintiff’s “caller ID” unit falsely indicated that the call was originating from some place within the (631) area code. The Defendant representatives were not located within the (631) area code when calling. The “caller ID” message that Defendant caused to be transmitted to Plaintiff did not meaningfully disclose the Defendant’s identity to the Plaintiff, but instead attempted to deceive the Plaintiff into believing that the call was coming from someone

other than an out-of-state debt collector. The defendant's actions violate 15 USC 1692e; 15 USC 1692e(10); 15 USC 1692e(14); 15 USC 1692d; 15 USC 1692d(6); and 15 USC 1692f.

23. In or around December 2010, Defendant West, in cooperation with Defendant URS began to attempt to collect the alleged debt from Plaintiff.

24. The Defendant West continued to use an automatic telephone dialing system to telephone the Plaintiff's cellular phone without the Plaintiff's consent.

25. Defendant URS left messages on the Plaintiff's home answering machine.

26. At least one of the messages that URS left on the Plaintiff's home answering machine gave the notices required by 15 USC 1692e(11).

27. At least one of the messages that URS left on the Plaintiff's home answering machine stated the name United Recovery Systems.

28. Defendant West left messages on the Plaintiff's home answering machine.

29. At least one of the messages that West left on the Plaintiff's home answering machine gave the notices required by 15 USC 1692e(11).

30. At least one of the messages that West left on the Plaintiff's home answering machine identified that the call came from the law office of James West.

31. Defendants failed to give the notices required by 15 USC 1692e(11) in every communication with the Plaintiff.

32. The messages left by the Defendants on the Plaintiff's home answering of the were overheard by other persons in the Plaintiff's household. Defendant had no basis to believe that only Plaintiff could hear the messages that the Defendants left for the Plaintiff, and the Plaintiff did not consent to the Defendant communicating with any other person.

33. The Defendants consistently telephoned the Plaintiff and falsely indicated that the calls were coming from the Law Office of James West. The calls were in fact not coming from a law office, but were instead coming from Defendant URS. The Defendant West permits non-attorney employees of URS to falsely indicate that they work for West and that the calls are coming from the Law Office of James West.

34. Defendants were well aware that it is illegal to use their dialer to call the Plaintiff's cellular phone. Defendant URS has been sued in the past for allegations of the TCPA. The Defendants engaged in such acts notwithstanding their knowledge that the acts were illegal. The Defendants acts were willful and demonstrated a complete disregard of the rights afforded the Plaintiff

#### **V. CAUSES OF ACTION UNDER THE FDCPA**

35. Plaintiff repeats and re-alleges and incorporates by reference to the foregoing paragraphs.

36. The acts and omissions of the Defendant as described herein violate several provisions of the FDCPA including but not limited to the following:

- A. Defendant violated 15 U.S.C Section 1692e;
- B. Defendant violated 15 U.S.C. Section 1692e(3)
- C. Defendant violated 15 U.S.C. Section 1692e(14)D. Defendant violated 15 U.S.C. Section 1692e(10)
- E. Defendant violated 15 U.S.C. Section 1692d
- F. Defendant violated 15 U.S.C. Section 1692d(5)
- G. Defendant violated 15 USC Section 1692d(6)

H. Defendant violated 15 U.S.C. Section 1692f and

I. Defendant violated 15 U.S.C. Section 1692c(b); and

J. Defendant violated 15 U.S.C. Section 1692b(1).

**VI. CAUSES OF ACTION UNDER THE TELEPHONE CONSUMER  
PROTECTION ACT**

37. Plaintiff repeats and re-alleges and incorporates by reference to the foregoing paragraphs.

38. Within the one year immediately preceding the filing of this complaint and without the consent of the Plaintiff, the Defendants made numerous calls to the Plaintiff's cellular telephone service using any automatic telephone dialing system in violation of the TCPA, 47 U.S.C. Section 227(b)(1)(A)(iii), and 47 C.F.R. 64.1200 (a)(1)(iii).

39. The Defendant did not have the prior express consent of Plaintiff to call the Plaintiff's cellular telephone.

40. . None of Defendant's telephone calls placed to Plaintiff were for "emergency purposes" as specified in 47 U.S.C § 227 (b)(1)(A).

41. Under the 47 U.S.C. Section 227 b (3)(B), the Plaintiff is entitled to statutory damages under the TCPA of \$500.00 per phone call made to Plaintiff.

42. The Defendant willfully and knowingly violated the TCPA, and as such the Plaintiff is entitled to \$1,500.00 per phone call made to the Plaintiff pursuant to the 47 U.S.C. Section 227 b (3).

43. Pursuant to the TCPA, 47 U.S.C. § 227(b)(3)(A), Plaintiff seeks an injunction against prohibiting the Defendants from calling the Plaintiff's cellular phone with their automatic telephone dialing system.

## **VII. CAUSES OF ACTION UNDER NEW YORK GENERAL BUSINESS LAW**

44. Plaintiff repeats and re-alleges and incorporates by reference to the foregoing paragraphs.

45. Defendant's actions as detailed above violate the New York General Business Law Section 349 et seq. in that the Defendant URS utilized machinery that falsely indicated to the Plaintiff that the telephone call was coming from someplace within the (631) telephone area code. When the Defendant telephoned the Plaintiff, the Plaintiff's "caller ID" unit falsely indicated that the call was originating from some place within the (631) area code. The Defendant representatives were not located within the (631) area code when calling. The "caller ID" message that Defendant caused to be transmitted to Plaintiff did not meaningfully disclose the Defendant's identity to the Plaintiff, but instead attempted to deceive the Plaintiff into believing that the call was coming from someone other than an out-of-state debt collector

46. The Defendants utilize a scheme by which Defendant West permits Defendant URS to state that Attorney West is calling when in fact that is not true. This deception is perpetrated to scare consumers into believing that an attorney is now involved and the "price of poker has just gone up." [See *Avila v. Rubin*, 84 F.3d 222, 229 (7th Cir.1996); *Gonzalez v. Kay*, 577 F. 3d 600 (5<sup>th</sup> Cir. 2009)]

47. Defendants URS and West are national debt collection companies that collect debt from hundreds if not thousands of New York consumers each year. As such, the deceptive practices alleged herein have a broad impact on New York consumers at large.

48. The Defendants' actions violated the Plaintiff's rights and caused the Plaintiff damage in the form of invasion of the Plaintiff's privacy.

49. The Plaintiff requests that the Court issue an injunction prohibiting the Defendants from telephoning the Plaintiff and causing deceptive information to appear on the Plaintiff's caller ID unit. Additionally, Plaintiff requests that the Court issue an injunction prohibiting URS from falsely indicating that they are calling from the Law Office of James West.

**WHEREFORE**, Plaintiffs respectfully requests that judgment be entered against Defendants, for the following:

1. Actual damages;
2. Statutory damages;
3. Costs and reasonable attorney's fees;
4. Treble damages;
5. Punitive damages
6. Injunctive relief as requested herein;
7. For such other and further relief as the Court may deem just and proper.

Respectfully submitted,

Joseph Mauro (8295)  
306 McCall Ave.  
West Islip, NY 11795  
631-669-0921  
631-669-5071 (fax)

**DEMAND FOR JURY TRIAL**

Please take notice that plaintiff demands trial by jury in this action.

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Attorney for Plaintiff

**EXHIBIT A**

**Defendant United Recovery Systems**

**Collection Notes**

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## United Recovery Systems, LP

### Account Detail Listing Report

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## Account Detail Listing Report

Consumer ID : [REDACTED]	Client : 502 U S Bank NA	
Name : Stabile, Rosemarie B	Account : [REDACTED]	Account 2 :
Address1 :	Collector : [REDACTED]	
Address2 : 20 Laurel Ave Apt 30	Status : [REDACTED]	CANCELLED - EFFORTS EXHAUSTED
City : East Islip	Placement Date : 09/01/2010	Placement Amount : \$9,357.93
State : NY ZIP Code 11730-2126	Last Work Date : [REDACTED]	Adjustment Amount : \$0.00
Phone : 631-224-5027	Next Work Date : [REDACTED]	Collected Amount : \$0.00
SSN : [REDACTED] Spouse SSN : [REDACTED]	Score : [REDACTED]	Balance Amount : \$9,357.93
Spouse : Stabile, Ronald P	Client Last Payment Date : 05/14/2010	Overpaid Amount : \$0.00

### Employment Information

Consumer Place of Employment :	Spouse Place of Employment :
Retired	Deceased

Phone :	Extension :	Phone :	Extension :
Pay Amount : \$2,000.00	Cycle : Monthly	Pay Amount : \$0.00	Cycle : Unknown
Position :	Tenure : 0	Position :	Tenure : 0

### Attorney Information

Name :	Phone :
Address :	City :

### Payment Information

Posted Type	Batch Date	Batch ID	Sequence #	Trx Date	Check Type	Trx Reference	Trx Type	Trx Method	Trx Amount	New Balance	Collector
2	09/23/2010	01	[REDACTED]		Q	1139	2	NSFA	(\$7,018.45)	\$9,357.93	IF

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

0002/016

03/21/2011 MON 15:43 FAX [REDACTED] united recovery systems

## Account Detail Listing Report

Posted Type	Batch Date	Batch ID	Sequence #	Trx Date	Check Type	Trx Reference	Trx Type	Trx Method	Trx Amount	New Balance	Collector
2	09/15/2010	UQ			Q	1139	1	QP	\$7,018.45	\$2,339.48	IF

## Bank Information

Bank Name : BK Of Amer Na

Quick Pay Name 1 : Ronald P Stabile

Quick Pay Name 2 : Rosemarie B Stabile

Bank Phone : 999-999-9999

Payor Address : 20 Laurel Ave Apt 30

Routing :

City : East Islip

NY 11730

Account :

Payor Phone :

## Comments Information

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
02/02/2011 03:58PM	Erheidri	2APH			TIER 2 - 1
02/02/2011 03:58PM	Erheidri	2APH			SSTA 2APH - CEE
02/02/2011 03:58PM	Erheidri	CEE		O	Transfer per file specification: URS(Pullbacks)February2011.csv
02/01/2011 11:14PM	Vickie	2APH			ColID XZZ - WXX
02/01/2011 11:13PM	Vickie	2APH			ColID W17 - XZZ
02/01/2011 10:55AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
01/29/2011 08:18AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
01/26/2011 05:38PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
01/21/2011 03:41PM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
01/19/2011 05:54PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Other Party - Left Message: CellPhone
01/13/2011 07:06PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
01/13/2011 07:06PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
01/13/2011 07:05PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
01/08/2011 08:32AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
01/08/2011 08:31AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
01/04/2011 08:25AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/29/2010 04:00PM	LSIGEE	2APH	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
12/29/2010 03:59PM	LSIGEE	2APH	D	O	Dialed: 6315812653: No Answer : Manual
12/29/2010 10:56AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
12/29/2010 10:55AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/29/2010 10:55AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/29/2010 10:54AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/27/2010 10:52AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

0003/016

united recovery systems

FAX

03/21/2011 MON 15:43

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## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
12/27/2010 10:52AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/27/2010 08:30AM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
12/22/2010 09:08AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/18/2010 07:23AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
12/17/2010 11:06AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 5166790215 Returned 1 of 20
12/17/2010 11:05AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 9544371064 Returned 1 of 20
12/17/2010 11:04AM	LSIGEE	2APH	D	O	Dialed: 6316614420: No Answer : AcuEDA
12/17/2010 11:04AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 6315812654 Returned 1 of 20
12/17/2010 11:02AM	LSIGEE	2APH	M	O	[REDACTED]
12/17/2010 11:02AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 6316614420 Returned 1 of 20
12/17/2010 11:01AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 5162245027 Returned 0 of 20
12/16/2010 12:36PM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
12/16/2010 12:36PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/15/2010 04:29PM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 9544739733 Returned 1 of 20
12/15/2010 04:23PM	LSIGEE	2APH	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
12/15/2010 04:22PM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 9544366809 Returned 0 of 20
12/15/2010 04:19PM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 9544371064 Returned 1 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	LSIGEE	2APH	M	C	clld eda# 954-473-9733 lft msg #3- nt sre
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

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03/21/2011 MON 15:43 FAX 6024389208 united recovery systems

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## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	LSIGEE	2APH	D	O	Dialed: 9544739733: Machine - Left Message: Other
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:06PM	LSIGEE	2APH	D	O	NY Returned 20 of 20 Dialed: [REDACTED] Wrong Number: Occupant Phone Number marked as Bad Number: Occupant: [REDACTED]
12/13/2010 11:17AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - No Message Left: Home
12/13/2010 11:17AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
12/11/2010 08:58AM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
12/11/2010 08:58AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/11/2010 08:57AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/11/2010 08:57AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/10/2010 03:12PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - No Message Left: Home
12/10/2010 03:12PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
12/08/2010 06:50PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/04/2010 08:18AM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
12/04/2010 08:17AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/02/2010 02:35PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/30/2010 05:42PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/22/2010 02:34PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/22/2010 02:32PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
11/18/2010 03:23PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
11/18/2010 03:22PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
11/17/2010 10:00AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
11/16/2010 06:41PM	LSIGEE	2APH	M	C	cld hme #..pers ans and hu immed
11/16/2010 06:40PM	LSIGEE	2APH	D	O	Dialed: 6312245027: No Answer : Home

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

0005/016

united recovery systems

FAX

03/21/2011 MON 15:44

**CONFIDENTIAL**

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## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
11/16/2010 06:40PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
11/16/2010 06:39PM	LSIGEE	2APH	D	O	Dialed: 6312245027: No Answer : Home
11/15/2010 03:50AM	JLease	2APH	L	O	Letter L-A-800 : Generated.
11/13/2010 07:58AM	LSIGEE	2APH	D	O	Dialed: [REDACTED]: Machine - Left Message: CellPhone
11/12/2010 08:05AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone [REDACTED] Returned 1 of 20
11/12/2010 07:56AM	LSIGEE	2APH	D	O	Dialed: 9544371064: SIT - Permanent Disconnect: Other Phone Number marked as Bad Number: Other [REDACTED]
11/12/2010 07:56AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 6312245027 Returned 1 of 20
11/12/2010 07:55AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 9544371064 Returned 1 of 20
11/12/2010 07:55AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 2085423475 Returned 0 of 20
11/12/2010 07:49AM	LSIGEE	2APH	D	O	Dialed: 6312245027: No Answer : Home
11/12/2010 07:49AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/10/2010 09:29AM	LSIGEE	2APH	D	O	Dialed: 2085423475: SIT - Other - Blocked: AgencyANI
11/10/2010 09:28AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
11/10/2010 09:28AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/05/2010 02:14PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
11/05/2010 02:03PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: CBRPhone1
11/05/2010 01:57PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/03/2010 09:00AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
10/29/2010 08:20AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
10/29/2010 08:19AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
10/26/2010 02:12PM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
10/21/2010 09:52AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/21/2010 09:50AM	LSIGEE	2APH	D	O	Dialed: 5168103204: SIT - Other - Interactive Intelligence Object Specific Error (Operation Canceled) Initializing: CellPhone
10/18/2010 03:25AM	JLease	2APH	L	O	Letter L-A-105 : Generated.
10/15/2010 07:41AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
10/15/2010 06:23AM	Vickie	2APH			CollID T2 - [REDACTED]
10/15/2010 06:23AM	Vickie	2APH			CollID t1 - [REDACTED]
10/15/2010 06:23AM	Vickie	PEND			TIER 1 - 2 [REDACTED]

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

0006/016

03/21/2011 MON 15:44 FAX united recovery systems

03/21/2011 MON 15:44 FAX

## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
10/15/2010 06:23AM	Vickie	PEND			SSTA PEND - 2APH
10/13/2010 08:03PM	jhaning	NSF			SSTA NSF - PEND
10/13/2010 08:03PM	jhaning	NSF			ColID IF - ti
10/13/2010 07:59PM	jhaning	PEND	M	R	cld cell nml v/m
10/13/2010 07:50PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/13/2010 07:50PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/13/2010 07:41PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/13/2010 07:41PM	anemhool	NSF	M	C	calls to cell going directly to v/m
10/13/2010 07:41PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/13/2010 07:41PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/13/2010 07:40PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/13/2010 07:40PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/13/2010 05:47PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/13/2010 05:47PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/13/2010 05:47PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/13/2010 04:38PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/13/2010 04:38PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/13/2010 12:30PM	anemhool	NSF	D	O	Dialed: 5167524172: Machine - No Message Left: AcuRELA
10/13/2010 12:29PM	anemhool	NSF	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
10/13/2010 12:28PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/13/2010 12:27PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/12/2010 04:53PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/12/2010 04:16PM	anemhool	NSF	M	C	calls not going through
10/12/2010 04:16PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/12/2010 04:15PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/12/2010 02:58PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/12/2010 02:58PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/12/2010 01:17PM	anemhool	NSF	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
10/12/2010 01:16PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/12/2010 01:15PM	anemhool	NSF	M	C	mle p.up sd maker n/i yet gotta call back then h.up
10/12/2010 01:15PM	anemhool	NSF	D	O	Dialed: 6312245027: Other Party - Connect: Home
10/12/2010 12:13PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/12/2010 12:12PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/12/2010 10:22AM	anemhool	NSF	D	O	Dialed: 5167524172: Machine - No Message Left: AcuRELA
10/12/2010 10:21AM	anemhool	NSF	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
10/12/2010 10:20AM	anemhool	NSF	D	O	Dialed: 6312245027: No Answer : Home

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

0007/016

united recovery systems

FAX

03/21/2011 MON 15:44

**CONFIDENTIAL**

## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
10/12/2010 10:20AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/12/2010 09:08AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/12/2010 09:08AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/12/2010 07:40AM	anemhool	NSF	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
10/12/2010 07:39AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/12/2010 07:39AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/11/2010 02:50PM	mary	NSF	M	O	will review acct in 3 days for nsf recvry
10/11/2010 10:10AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/11/2010 10:09AM	anemhool	NSF	S	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/11/2010 08:40AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/11/2010 08:39AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/11/2010 07:32AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/11/2010 07:31AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/08/2010 03:56PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/08/2010 03:56PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/08/2010 03:14PM	anemhool	NSF	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
10/08/2010 03:14PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/08/2010 03:13PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/08/2010 01:03PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/08/2010 01:02PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/08/2010 11:00AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/08/2010 10:59AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/08/2010 09:04AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/08/2010 09:04AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/08/2010 08:01AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/08/2010 08:00AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/07/2010 05:36PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/07/2010 05:35PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/07/2010 11:47AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/07/2010 11:47AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/06/2010 07:34PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/06/2010 07:34PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/06/2010 07:33PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/06/2010 05:45PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/06/2010 05:44PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/06/2010 03:18PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home

Created Time : 03/21/2011 12:14PM

Created By: JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

0008/016

united recovery systems

FAX

03/21/2011 MON 15:45

## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
10/06/2010 03:18PM	anemhool	NSF	S	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/06/2010 12:54PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/06/2010 12:53PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/05/2010 04:24PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/05/2010 04:24PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/05/2010 04:23PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/05/2010 01:17PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/05/2010 01:16PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/05/2010 11:02AM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/05/2010 11:02AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/05/2010 09:36AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/05/2010 08:33AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/05/2010 08:10AM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/05/2010 08:10AM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/05/2010 08:10AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/05/2010 08:09AM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/04/2010 04:18PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/04/2010 04:17PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/04/2010 02:21PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/04/2010 02:20PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/04/2010 12:49PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/04/2010 12:49PM	anemhool	NSF	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
10/04/2010 12:48PM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: CBRPhone1
10/04/2010 12:48PM	anemhool	NSF	S	O	Dialed: 6312445027: No Answer - System Disposed: CBRPhone2
10/04/2010 12:47PM	anemhool	NSF	S	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/04/2010 10:14AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/04/2010 09:55AM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/04/2010 09:55AM	anemhool	NSF	S	O	Dialed: 2085423475: SIT - Other - Blocked: AgencyANI
10/04/2010 09:55AM	anemhool	NSF	S	O	Dialed: 6312245027: Busy - System Disposed: Home
10/04/2010 09:55AM	anemhool	NSF	S	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/04/2010 08:30AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/04/2010 07:59AM	anemhool	NSF	M	C	dead air
10/04/2010 07:59AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/04/2010 07:58AM	anemhool	NSF	I	O	Answered: 5168103204: Other Party - Connect: CellPhone
10/04/2010 07:57AM	anemhool	NSF	D	O	Dialed: 5167524172: Machine - No Message Left: AcuRELA
10/04/2010 07:56AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

0009/016

03/21/2011 MON 15:45 FAX 6024389208 united recovery systems

**CONFIDENTIAL**

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## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
10/04/2010 07:55AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/02/2010 10:07AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/02/2010 10:06AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/02/2010 07:05AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/02/2010 07:05AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/01/2010 03:41PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/01/2010 03:40PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/01/2010 02:09PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/01/2010 02:08PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/01/2010 12:57PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/01/2010 12:57PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/01/2010 11:07AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/01/2010 11:06AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/01/2010 09:31AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
10/01/2010 09:28AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/01/2010 08:01AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
10/01/2010 08:00AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/30/2010 07:32PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
09/30/2010 07:31PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/30/2010 06:04PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
09/30/2010 06:04PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/30/2010 04:53PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
09/30/2010 02:20PM	anemhool	NSF	D	O	Dialed: 6312245027: Fax: Home
09/30/2010 02:19PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
09/30/2010 01:08PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
09/30/2010 01:07PM	anemhool	NSF	D	O	Dialed: 6312245027: Fax: Home
09/30/2010 11:29AM	anemhool	NSF	D	O	Dialed: 6312245027: Fax: Home
09/30/2010 11:28AM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
09/29/2010 07:04PM	anemhool	NSF	D	O	Dialed: 6312245027: Fax: Home
09/29/2010 06:44PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
09/29/2010 05:23PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
09/29/2010 05:23PM	anemhool	NSF	D	O	Dialed: 6312245027: Fax: Home
09/29/2010 05:22PM	anemhool	NSF	D	O	Dialed: 6312245027: SIT - Other - Your Station is Busy: Home
09/29/2010 03:06PM	anemhool	NSF	D	O	Dialed: 6312445027: No Answer - System Disposed: CBRPhone2
09/29/2010 03:05PM	anemhool	NSF	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
09/29/2010 03:04PM	anemhool	NSF	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

0010/016

united recovery systems

03/21/2011 MON 15:46 FAX

**CONFIDENTIAL**

## Account Detail Listing Report

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Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
09/29/2010 03:03PM	anemhool	NSF	D	O	Dialed: 6312245027: Fax: Home
09/29/2010 02:08PM	anemhool	NSF	D	O	Dialed: 6312245027: Fax: Home
09/29/2010 01:28PM	anemhool	NSF	D	O	Dialed: 6312245027: Fax: Home
09/29/2010 01:27PM	anemhool	NSF	S	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
09/29/2010 10:42AM	anemhool	NSF	M	O	Added AcuEDA to Account Phones: [REDACTED]
09/29/2010 10:41AM	anemhool	NSF	M	O	On Demand EDA Search Get More Returned 20 of 20
09/29/2010 10:41AM	anemhool	NSF	M	O	On Demand EDA Search Get More Returned 20 of 20
09/29/2010 10:41AM	anemhool	NSF	M	O	On Demand EDA Search Get More Returned 20 of 20
09/29/2010 10:41AM	anemhool	NSF	M	O	On Demand EDA Search Get More Returned 20 of 20
09/29/2010 10:41AM	anemhool	NSF	M	O	On Demand EDA Search Residence using Name, CSZ Stabile fl Returned 20 of 20 : Reference Owner
09/29/2010 10:40AM	anemhool	NSF	D	O	Dialed: 6312445027: No Answer - System Disposed: CBRPhone2
09/29/2010 10:40AM	anemhool	NSF	M	O	Added AcuEDA to Account Phones: [REDACTED]
09/29/2010 10:40AM	anemhool	NSF	M	O	On Demand EDA Search Residence using Name, CSZ [REDACTED] Returned 1 of 20 : Reference Owner
09/29/2010 10:39AM	anemhool	NSF	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
09/29/2010 10:39AM	anemhool	NSF	M	O	On Demand EDA Search Residence using Address, CSZ [REDACTED] Returned 0 of 20 : Reference Other
09/29/2010 10:38AM	anemhool	NSF	D	O	Dialed: 6312245027: Fax: Home
09/29/2010 10:37AM	anemhool	NSF	S	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
09/29/2010 10:37AM	anemhool	NSF	D	O	Dialed: 5167524172: Machine - No Message Left: AcuRELA
09/28/2010 05:06PM	kegordon	NSF	D	O	Dialed: 5168103204: No Answer : CellPhone
09/28/2010 12:52PM	csweet	NSF	M	C	uif ci sd she doesnt know cms wanted her # rmvd eoc
09/28/2010 12:52PM	csweet	NSF	M	O	Manually set Do Not Call: AcuRELA: 6312440644
09/28/2010 12:52PM	csweet	NSF	I	O	Answered: 5423475060: Wrong Number: Other Phone Number marked as Bad Number: Other: 5423475060
09/28/2010 12:49PM	anemhool	NSF	D	O	Dialed: 5167524172: Machine - No Message Left: AcuRELA
09/28/2010 12:49PM	anemhool	NSF	D	O	Dialed: 6312440644: Machine - No Message Left: AcuRELA

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

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united recovery systems

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## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
09/28/2010 10:55AM	anemhool	NSF	M	C	[REDACTED]
09/28/2010 10:55AM	anemhool	NSF	D	O	Dialed: 5166790215: Wrong Number: AcuSUBJ Phone Number marked as Bad Number: AcuSUBJ: 5166790215
09/28/2010 09:04AM	anemhool	NSF			CellPhone - 5168103204
09/28/2010 09:04AM	anemhool	NSF	M	C	[REDACTED]
09/28/2010 09:03AM	anemhool	NSF	M	C	[REDACTED]
09/28/2010 09:03AM	anemhool	NSF	D	O	Dialed: 5168103204: Other Party - Connect: Manual
09/28/2010 09:00AM	anemhool	NSF	M	C	tt Elsie Morris in apt 29 states maker cell# is 516-810-3204
09/28/2010 09:00AM	anemhool	NSF	D	O	Dialed: 6316667636: Other Party - Connect: Nearby
09/28/2010 08:59AM	anemhool	NSF	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
09/28/2010 08:59AM	zaxsom	NSF	M	R	Premium Phone Requested
09/28/2010 08:58AM	anemhool	NSF	D	O	Dialed: 5167524172: Machine - No Message Left: AcuRELA
09/28/2010 08:57AM	anemhool	NSF	D	O	Dialed: 6312440644: Machine - No Message Left: AcuRELA
09/28/2010 08:56AM	anemhool	NSF	D	O	Dialed: 5166940649: SIT - Permanent Disconnect: AcuRELA Phone Number marked as Bad Number: AcuRELA: 5166940649
09/28/2010 08:56AM	anemhool	NSF	D	O	Dialed: 5166790215: Machine - No Message Left: AcuSUBJ
09/28/2010 08:56AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/28/2010 07:56AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/27/2010 07:52PM	kegordon	NSF	D	O	Dialed: 6312245027: No Answer : Home
09/27/2010 05:24PM	kegordon	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/27/2010 05:08PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/27/2010 04:34PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/27/2010 03:28PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/27/2010 02:04PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/27/2010 12:43PM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/27/2010 10:36AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/27/2010 09:41AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/27/2010 09:35AM	anemhool	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/27/2010 08:02AM	anemhool	NSF	S	O	Dialed: 5166940649: SIT - Temporary Disconnect: AcuASSC
09/27/2010 08:02AM	anemhool	NSF	S	O	Dialed: 6315812654: Wrong Number: AcuRELA Phone Number marked as Bad Number: AcuRELA: 6315812654

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

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Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
09/27/2010 08:01AM	anemhool	NSF	S	O	Dialed: 9544371064: SIT - Permanent Disconnect: AcuRELA Phone Number marked as Bad Number: AcuRELA: 9544371064
09/27/2010 08:01AM	anemhool	NSF	S	O	Dialed: 6312445027: No Answer - System Disposed: CBRPhone2
09/27/2010 08:00AM	anemhool	NSF	S	O	Dialed: 5166790215: Machine - No Message Left: AcuSUBJ
09/27/2010 07:59AM	anemhool	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/24/2010 12:54PM	lomccaw	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/24/2010 11:36AM	lomccaw	NSF	D	O	Dialed: 6312245027: No Answer : Home
09/24/2010 10:30AM	lomccaw	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/24/2010 08:45AM	lomccaw	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/23/2010 07:24PM	lomccaw	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/23/2010 06:57PM	lomccaw	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/23/2010 06:56PM	lomccaw	NSF	D	O	Dialed: 6312245027: SIT - Other - Your Station is Busy: Home
09/23/2010 06:18PM	lomccaw	NSF	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/23/2010 05:27PM	lomccaw	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/23/2010 03:42PM	lomccaw	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/23/2010 02:41PM	lomccaw	NSF	D	O	Dialed: 6312245027: Machine - Left Message: Home
09/23/2010 01:49PM	lomccaw	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/23/2010 12:50PM	lomccaw	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/23/2010 11:56AM	lomccaw	NSF	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
09/23/2010 11:54AM	lomccaw	NSF	D	O	Dialed: 6312445027: No Answer - System Disposed: CBRPhone2
09/23/2010 11:53AM	lomccaw	NSF	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/23/2010 11:52AM	lomccaw	NSF	D	O	Dialed: 6312245027: SIT - Other - Your Station is Busy: Home
09/23/2010 08:54AM	sdickson	NSF	M	R	get certified funds today
09/23/2010 08:30AM	MVaquero	NSF	B	O	SIF Deleted due to NSF (A 09/15/2010 09/15/2010 7018.45).
09/23/2010 07:26AM	lalochba	NSF	B	O	NSF from bank - reason code 4 (2nd run C type records)
09/23/2010 07:26AM	URSvcsServices	SIF			SSTA SIF - NSF
09/23/2010 02:31AM	jlease	SIF	L	O	Letter H-L-73 : Generated. (Letter Version:NY) (Letter prohibited from processing, letter is NYC specific.)
09/16/2010 08:36AM	lalochba	PROM			SSTA PROM - SIF
09/16/2010 08:36AM	lalochba	PROM	B	O	SIF Completed A 09/15/2010 09/15/2010 7018.45
09/15/2010 10:03PM	MVaquero	PROM	B	O	1 \$7018.45 pending QP posted to payment.
09/15/2010 08:22PM	daquino	PROM	M	R	PQPs Approved.(ApprovalLevel 4,AttentionLevel 0)
09/15/2010 04:28PM	Jbruchas	PROM	L	O	Letter H-L-702 : Generated.
09/15/2010 04:28PM	zaxsom	PROM	M	R	***req SIF ltr per mkr's req***
09/15/2010 04:28PM	zaxsom	PROM	M	R	Letter 702 for 09/15/2010 Requested
09/15/2010 04:27PM	zaxsom	PROM	M	R	SIF Approved - Agreement Date "09/15/2010" - Due Date '09/15/2010'

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

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## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
09/15/2010 04:27PM	zaxsom	PROM	M	R	Promise Add A 09-15 09-15 - 7018.45
09/15/2010 04:27PM	zaxsom	PQP			SSTA PQP - PROM
09/15/2010 04:27PM	zaxsom	PQP			SIFApprName - zaxsom
09/15/2010 04:11PM	anemhool	PQP	M	C	maker req sif due letter b mailed - gv dcc/mm
09/15/2010 04:10PM	anemhool	PQP	M	O	Add 1 PQP(s). Amount : \$7018.45
09/15/2010 04:10PM	anemhool	PQP	M	C	SIF ??? Add 09-15 09-15 7018.45 75.00%
					SIF percentage is too low. - 7018.45
09/15/2010 04:10PM	anemhool	PQP	M	C	SIF SIFJustification : - sif in lieu of dispute; using avail credit to pay sif
09/15/2010 04:10PM	anemhool	PQP			QuickPayName - Ronald P Stabile
09/15/2010 04:10PM	anemhool	PQP			ChkRouting - 021000322
09/15/2010 04:10PM	anemhool	PQP			ChkAccount - 000623068418
09/15/2010 04:10PM	anemhool	PHON			SSTA PHON - PQP
09/15/2010 04:10PM	anemhool	PHON			SIFAmount - 7018.45
09/15/2010 04:10PM	anemhool	HFU	M	C	tt maker gv dcc - sd she is willing to pay a portion but not the entire bal or will pay \$20/mo to us - neg sif @ 75% - she xfering funds from her credit line to clng - tried to conf call bank to findo ut if can do qpay from credit line but couldnt ever get to right dept - maker sd will just use the atm to make deposit in about an hour - did qpay recording
09/15/2010 04:10PM	anemhool	PHON	D	O	Dialed: 8006424720: Right Party - Connect: Manual
09/15/2010 04:10PM	anemhool	PHON	D	O	Dialed: 6312245027: Right Party - Connect: Home
					Recorded: Quick Pay Authorization
09/15/2010 04:08PM	CICAdmin	PHON		O	Recording Completed - Quick Pay Authorization on CallID 100449391120100915
09/15/2010 04:03PM	CICAdmin	PHON		O	Recording Completed - User Requested on CallID 100449391120100915
09/15/2010 04:00PM	CICAdmin	PHON		O	Recording Completed - User Requested on CallID 100449391120100915
09/15/2010 12:37PM	anemhool	PHON	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/15/2010 12:05PM	anemhool	PHON	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/14/2010 01:30PM	anemhool	PHON	M	C	tt maker gv dcc - states cant talk is on way to dr - set c/b for tomrw @ 1pm est
09/14/2010 01:30PM	anemhool	PHON	D	O	Dialed: 6312245027: Right Party - Connect: Home
09/14/2010 12:48PM	anemhool	PHON	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/14/2010 12:20PM	anemhool	PHON	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/14/2010 11:35AM	anemhool	PHON	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/14/2010 11:34AM	anemhool	PHON	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/14/2010 09:58AM	anemhool	PHON	D	O	Dialed: 6312245027: Machine - No Message Left: Home

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

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## Account Detail Listing Report

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Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
09/10/2010 08:28AM	anemhool	PHON	M	C	mle screened call - tt maker gv dcc - states dk what to do about loan - male in background telling her not to use avail credit and bank should have gotten more \$\$ - adv maker this will not go away and damage credit if left unresolved - she put son, Ron, on the phone - gv dcc/mm adv soa - adv in a position to help mom - sd loc is for him - asked why it is okay for maker to help him but not herself? - sd maker cant afford pmts - adv then help her make the pmts if he really wants to help mom - sd he works with some atty's so will be tt them - maker got on phone - she states son is u/e and she got loc because he wasnt working and didn't have collateral - was used to buy a cabin so he can go hunting - adv what son sd about tt atty and to get best advice tt her banker as he will be impartial moreso than an atty - set c/b for 9-14
09/10/2010 08:28AM	anemhool	PHON	D	O	Dialed: 6312245027: Right Party - Connect: Home
09/09/2010 07:42PM	anemhool	PHON	D	O	Dialed: 6312245027: Machine - No Message Left: Home
09/09/2010 07:30PM	Mike	PHON	A	O	Accurints Received.
09/09/2010 06:32PM	anemhool	PHON	S	C	Accurint Requested
09/09/2010 06:31PM	anemhool	PHON	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/09/2010 06:22PM	anemhool	PHON	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/09/2010 06:21PM	anemhool	PHON	D	O	Dialed: 6312245027: Busy - System Disposed: Home
09/03/2010 03:02AM	jlease	PHON	L	O	Letter H-L-1 : PreProcessed.
09/02/2010 07:33PM	Kathy	PHON			ZipSuffix 2120 - 2126
09/02/2010 07:33PM	Kathy	PHON	A	O	Acollaid received: Org,SADN,Nby,Nby,Mult,Mult
09/02/2010 05:57PM	anemhool	PHON			SPOEName - Deceased
09/02/2010 05:57PM	anemhool	PHON			EMPN - Retired
09/02/2010 05:57PM	anemhool	PHON			PermComment - **NO MSGS!**
09/02/2010 05:57PM	anemhool	PHON			DIQRsn - 13
09/02/2010 05:57PM	anemhool	PHON			PrefLang - ENG
09/02/2010 05:57PM	anemhool	PHON			AddrOwnrship 0 - 2
09/02/2010 05:57PM	anemhool	PHON			ADR2 20 Laurel Ave - 20 Laurel Ave Apt 30
09/02/2010 05:57PM	anemhool	PHON	M	C	Contact Status changed from None to First Contact.
09/02/2010 05:57PM	anemhool	PHON	M	C	Mini-Miranda Delivered 9/2/2010 5:48:58 PM
09/02/2010 05:57PM	URSvcsServices	PHON			AddrOwnrship 2 - 0
09/02/2010 05:57PM	anemhool	PHON	M	C	tt maker ver add gv dcc/mm adv soa - sd cox died and he leased unit not her - claims cant pay \$50/mo like lady asked her to do before - living on \$2k/mo and after 1st & 2nd mrtg & \$400/mo maintenance fees and dr bills cant pay anymore - sd life ins covered burial/wake only no left over for bills - sd will tt son about options he oot will b back next week - follow up 1 week
09/02/2010 05:57PM	anemhool	PHON	S	O	Dialed: 6312245027: Right Party - Connect: Home

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

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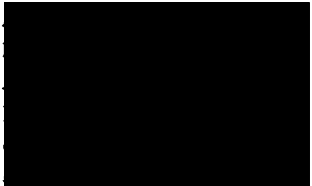
united recovery systems

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## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
09/02/2010 05:54PM	anemhool	PHON	M	C	
09/02/2010 03:47PM	Mike	PHON		O	
09/02/2010 02:21PM	pbarron	PHON	A	O	
09/01/2010 07:33PM	Kathy	PHON	A	O	
09/01/2010 06:02PM	Mike	PHON	C	O	
09/01/2010 04:27PM	Erheidri	CBR	M	O	

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03/21/2011 MON 15:48 FAX united recovery systems

Created Time : 03/21/2011 12:14PM

Created By : JDEYOUNG

Workstation :

TEM-CO-MG02

Time Zone : Agency Standard Time

**EXHIBIT B**

**Defendant James West**

**Collection Notes**

**Account Detail Listing Report**

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**Account Detail Listing Report****Consumer ID :** 15001260**Client :** 502 U S Bank NA**Name :** Stabile, Rosemarie B**Account :** [REDACTED] 9073**Account 2:****Address1 :****Collector :** [REDACTED]**Address2 :** 20 Laurel Ave Apt 30**Status :** [REDACTED]

CANCELLED - EFFORTS EXHAUSTED

**City :** East Islip**Placement Amount :** \$9,357.93**State :** NY **ZIP Code** 11730-2126**Last Work Date :** [REDACTED]**Adjustment Amount :** \$0.00**Phone :** 631-224-5027**Next Work Date :** [REDACTED]**Collected Amount :** \$0.00**SSN :** [REDACTED] 6725**Spouse SSN :** [REDACTED] 327**Score :** [REDACTED]**Balance Amount :** \$9,357.93**Spouse :** Stabile, Ronald P**Client Last Payment Date :** 05/14/2010**Overpaid Amount :** \$0.00**Employment Information****Consumer Place of Employment :****Spouse Place of Employment :**

Retired

Deceased

**Phone :****Extension :****Phone :****Extension :****Pay Amount :** \$2,000.00**Cycle :** Monthly**Pay Amount :** \$0.00**Cycle :** Unknown**Position :****Tenure:** 0**Position :****Tenure:** 0**Attorney Information****Name :****Phone :****Address :****City :****Payment Information**

Posted Type	Batch Date	Batch ID	Sequence #	Trx Date	Check Type	Trx Reference	Trx Type	Trx Method	Trx Amount	Agency Fee Rate	Agency Fee	New Balance	Collector
2	09/23/2010	01	[REDACTED]		Q	1139	2	NSFA	[REDACTED]				IF

Created Time : 03/30/2011 09:19AM

Created By : jwest

Workstation :

LGL-AD-A06

Time Zone : Agency Standard Time

## Account Detail Listing Report

Posted Type	Batch Date	Batch ID	Sequence #	Trx Date	Check Type	Trx Reference	Trx Type	Trx Method	Trx Amount	Agency Fee Rate	Agency Fee	New Balance	Collector
2	09/15/2010	UQ			Q	1139	1	QP					

## Bank Information

Bank Name : BK Of Amer Na

Quick Pay Name 1 : Ronald P Stabile

Quick Pay Name 2 : Rosemarie B Stabile

Bank Phone : 999-999-9999

Payor Address : 20 Laurel Ave Apt 30

Routing : 0322

City : East Islip

NY 11730

Account : 8418

Payor Phone :

## Asset and Liabilities Information

Ownership	Type	Value	Description
Consumer	Asset	\$0.00	refused

## Property Information

Owner Name :

Owner Address :

Property Address : 20 Laurel Ave Apt 00000030

East Islip

NY 11730-2126

Assessed Valuation : \$0.00

Sale Date :

Percent Assessed : 0.00 %

Sale Price : \$0.00

Tax Amount : \$0.00

First Loan Amount : \$0.00

## Credit Bureau Information

CBR	Consumer Name	Consumer SSN1	Consumer SSN2	Consumer SSN3	Consumer SSN4	Consumer SSN5	Driver License Number	PhnSrc	Phone
		6725	6725					U	631-224-5027
	Date of Birth:		Spouse Name:			Spouse SSN:			

CBR	Activity Date	Address	City	State	ZIP Code
-----	---------------	---------	------	-------	----------

CBR REPORT REDACTED

Created Time : 03/30/2011 09:19AM

Created By : jwest

Workstation :

LGL-AD-A06

Time Zone : Agency Standard Time

Account Detail Listing Report

CBR REPORT REDACTED

Account Detail Listing Report

Creditor Name	Trade Account	Trade Rating	Activity Date	Trade Report Date	Trade Open Date	Trade Limit	Trade Pay. Amount	Trade Balance	Phone
[REDACTED]									
CBR REPORT REDACTED									

Account Detail Listing Report

	Creditor Name	Trade Account	Trade Rating	Activity Date	Trade Report Date	Trade Open Date	Trade Limit	Trade Pay. Amount	Trade Balance	Phone
										62
										60
										85
										62
										65
										66
										08
										88
										00
										44
										4
										03
										78
										20
CBR REPORT REDACTED										

## Account Detail Listing Report

## Comments Information

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
02/01/2011 11:14PM	Vickie	2APH			ColID XZZ - WXX
02/01/2011 11:13PM	Vickie	2APH			ColID W17 - XZZ
02/01/2011 10:55AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
01/29/2011 08:18AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
01/26/2011 05:38PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
01/21/2011 03:41PM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
01/19/2011 05:54PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Other Party - Left Message: CellPhone
01/13/2011 07:06PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
01/13/2011 07:06PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
01/13/2011 07:05PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
01/08/2011 08:32AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
01/08/2011 08:31AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
01/04/2011 08:25AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/29/2010 04:00PM	LSIGEE	2APH	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
12/29/2010 03:59PM	LSIGEE	2APH	D	O	Dialed: 6315812653: No Answer : Manual
12/29/2010 10:56AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
12/29/2010 10:55AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/29/2010 10:55AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/29/2010 10:54AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/27/2010 10:52AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/27/2010 10:52AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/27/2010 08:30AM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
12/22/2010 09:08AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/18/2010 07:23AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
12/17/2010 11:06AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 5166790215 Returned 1 of 20
12/17/2010 11:05AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 9544371064 Returned 1 of 20
12/17/2010 11:04AM	LSIGEE	2APH	D	O	Dialed: 6316614420: No Answer : AcuEDA
12/17/2010 11:04AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 6315812654 Returned 1 of 20

## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
12/17/2010 11:02AM	LSIGEE	2APH	M	O	Added AcuEDA to Account Phones [REDACTED]
12/17/2010 11:02AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 6316614420 Returned 1 of 20
12/17/2010 11:01AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 5162245027 Returned 0 of 20
12/16/2010 12:36PM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
12/16/2010 12:36PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/15/2010 04:29PM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 9544739733 Returned 1 of 20
12/15/2010 04:23PM	LSIGEE	2APH	D	O	Dialed: 9544366809: No Answer - System Disposed: CBRPhone3
12/15/2010 04:22PM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 9544366809 Returned 0 of 20
12/15/2010 04:19PM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 9544371064 Returned 1 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	LSIGEE	2APH	M	C	cld eda# 954-473-9733 lft msg #3- nt sre
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	LSIGEE	2APH	D	O	Dialed: 9544739733: Machine - Left Message: Other
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Get More Returned 20 of 20

## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
12/15/2010 04:17PM	jasmith	2APH	M	O	On Demand EDA Search Residence using Name, CSZ stabile NY Returned 20 of 20
12/15/2010 04:06PM	LSIGEE	2APH	D	O	Dialed: [REDACTED]: Wrong Number: Occupant Phone Number marked as Bad Number: Occupant: [REDACTED]
12/13/2010 11:17AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - No Message Left: Home
12/13/2010 11:17AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
12/11/2010 08:58AM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
12/11/2010 08:58AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/11/2010 08:57AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/11/2010 08:57AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
12/10/2010 03:12PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - No Message Left: Home
12/10/2010 03:12PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
12/08/2010 06:50PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/04/2010 08:18AM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
12/04/2010 08:17AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
12/02/2010 02:35PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/30/2010 05:42PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/22/2010 02:34PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/22/2010 02:32PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
11/18/2010 03:23PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
11/18/2010 03:22PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
11/17/2010 10:00AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
11/16/2010 06:41PM	LSIGEE	2APH	M	C	clld hme #..pers ans and hu immed
11/16/2010 06:40PM	LSIGEE	2APH	D	O	Dialed: 6312245027: No Answer : Home
11/16/2010 06:40PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - No Message Left: CellPhone
11/16/2010 06:39PM	LSIGEE	2APH	D	O	Dialed: 6312245027: No Answer : Home
11/15/2010 03:50AM	JLease	2APH	L	O	Letter L-A-800 : Generated.
11/13/2010 07:58AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/12/2010 08:05AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 5166790215 Returned 1 of 20
11/12/2010 07:56AM	LSIGEE	2APH	D	O	Dialed: [REDACTED]: SIT - Permanent Disconnect: Other Phone Number marked as Bad Number: Other: [REDACTED]
11/12/2010 07:56AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 6312245027 Returned 1 of 20

## Account Detail Listing Report

Comment Date	Comment User	SubStatus	SubSystem	Comment Type	Comments
11/12/2010 07:55AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 9544371064 Returned 1 of 20
11/12/2010 07:55AM	LSIGEE	2APH	M	O	On Demand EDA Search using Reverse Phone 2085423475 Returned 0 of 20
11/12/2010 07:49AM	LSIGEE	2APH	D	O	Dialed: 6312245027: No Answer : Home
11/12/2010 07:49AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/10/2010 09:29AM	LSIGEE	2APH	D	O	Dialed: 2085423475: SIT - Other - Blocked: AgencyANI
11/10/2010 09:28AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
11/10/2010 09:28AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/05/2010 02:14PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
11/05/2010 02:03PM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: CBRPhone1
11/05/2010 01:57PM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
11/03/2010 09:00AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
10/29/2010 08:20AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Machine - Left Message: Home
10/29/2010 08:19AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
10/26/2010 02:12PM	LSIGEE	2APH	D	O	Dialed: 5168103204: No Answer : CellPhone
10/21/2010 09:52AM	LSIGEE	2APH	D	O	Dialed: 6312245027: Busy - System Disposed: Home
10/21/2010 09:50AM	LSIGEE	2APH	D	O	Dialed: 5168103204: SIT - Other - Interactive Intelligence Object Specific Error (Operation Canceled) Initializing: CellPhone
10/18/2010 03:25AM	JLease	2APH	L	O	Letter L-A-105 : Generated.
10/15/2010 07:41AM	LSIGEE	2APH	D	O	Dialed: 5168103204: Machine - Left Message: CellPhone
10/15/2010 06:23AM	Vickie	2APH			ColID T2 - W17
10/15/2010 06:23AM	Vickie	2APH			ColID t1 - T2
10/15/2010 06:23AM	Vickie	PEND			
10/15/2010 06:23AM	Vickie	PEND			

# **EXHIBIT C**

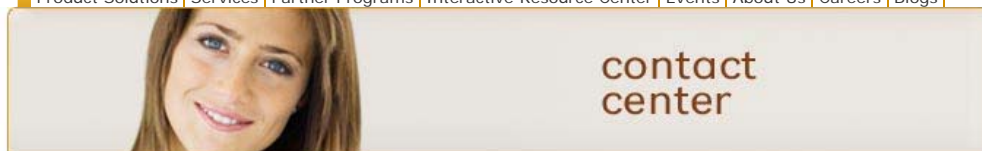
## **Interactive Intelligence Website**

Select Country

Keyword Search


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Contact Us!

800-267-1364

[interact@inin.com](mailto:interact@inin.com)

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## The Contact Center

[Customer Interaction Center](#)  
[Cloud-based Contact Center](#)  
[Interaction Analyzer](#)  
[Interaction Dialer](#)  
[Interaction Director](#)  
[Interaction Feedback](#)  
[Interaction Recorder](#)  
[Interaction Optimizer](#)  
[Interaction Tracker](#)  
[Interaction Web Portal](#)  
[Interaction Monitor](#)  
[e-FAQ](#)

## Enterprise IP Telephony

[Customer Interaction Center - Enterprise](#)  
[Interaction Conference](#)

## Enterprise Messaging

[Messaging Interaction Center](#)

## Business Process Automation

[Interaction Process Automation](#)  
[Content Management](#)

## SIP Appliances and End Points

[Interaction SIP Station](#)  
[Interaction SIP Proxy](#)  
[Interaction Gateway](#)  
[Interaction Media Server](#)

## 3rd Party Integrations

[Microsoft Integrations](#)  
[IBM Integrations](#)  
[CRM Integrations](#)  
[Other Integrations](#)

## Social Media Integrations

## 3rd Party Compatible Products

## Interaction Dialer®

### SIP-based outbound and blended predictive dialer system

Outbound and blended campaigns boost teleservices capabilities, fill sales pipelines, streamline collections and aid telemarketing and fundraising efforts. No matter your business, a well-planned, well-executed campaign can augment nearly any marketing and relationship management process and build revenues. Dramatically.

### Cloud-based or on-premise... you choose your solution

Automating contact center operations has never come with so many options. Interactive Intelligence® offers your choice of a complete premise-based solution, an equally complete [cloud-based solution](#) at a fixed monthly cost — Communications as a Service (CaaS) — or a managed service where we do it all. You can even migrate your cloud-based solution to your own site at any time, seamlessly, without incurring downtime or losing your applications.

### Dialer Software for outbound and predictive dialing

Interaction Dialer® is a predictive dialer system that pre-integrates to the Customer Interaction Center™ (CIC) IP contact center solution from Interactive Intelligence® for outbound and blended predictive dialing, as well as for compliance options, call scripting, intelligent campaign staging and more...

- Predictive, power, preview, precise and agent-less dialing
- Comprehensive campaign management
- Multi-site campaign management
- Inbound/outbound call blending
- Agent-less messaging and outbound IVR campaigns
- Stage-based predicting via a patented predictive algorithm
- Remote agent capable
- Multiple scripting options
- Contact-based rules for maximum dialing flexibility

### Outbound dialing made even more powerful

Our predictive dialer system offers advanced features for:

- Skills-based dialing - Allows for automatic dialing based on agent skill availability - perfect for state based licensing
- Just-in-time DNC (Do Not Call) Integration - real time connectivity to 3rd party DNC services, like [DNC.com](#) (Contact Center Compliance), and in-house DNC lists
- Dramatic improvements in scalability - Able to dial up to 180,000 calls per hour on a single server

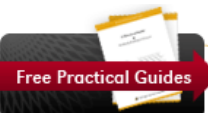
### SIP-based predictive dialer system

To bolster predictive dialing via the SIP standard, simply add the [Interaction Gateway™](#) network appliance to your SIP-supported CIC/Interaction Dialer configuration for:

- T1/E1/ISDN spans for digital trunk-to-SIP conversion
- Advanced call analysis support in conjunction with CIC 2.4 and higher
- Greater campaign scalability and call volume capacity

### Campaign monitoring and compliance

The best defense against regulatory violations and fines is an effective compliance plan. Interaction



Automated Dialing

Rather have it hosted?

Check out our CaaS contact center solution.

View an online demo

[See our Interaction Dialer product in action](#)

[Watch Interaction Dialer for Accounts Receivable Management](#)

## Webinars

Live Web Demo

[Contact Center Solutions](#)  
 Every Wednesday  
 11:00AM Eastern

PDF Downloads

[Interaction Dialer Product Snapshot](#)

[Interaction EasyScripter Product Snapshot](#)

Case Studies  
[Alta Resources](#)

[Concord Servicing](#)



Dialer is a predictive dialer system that helps your business keep campaign compliance in check with:

- Real-time quality monitoring
- Call activity reports
- Tracking and recording
- Tools to assist in complying with the Telemarketing Sales Rule (TSR), Fair Debt Collection Practices Act (FDCPA), UK Ofcom telemarketing policy, etc...

### Key benefits

Interaction Dialer's benefits get right to your bottom line.

- Elevate agent productivity and contact success rates
- Ensure regulatory compliance
- Simplify campaign deployment and management
- Reduce costs with a complete SIP-based "all software" architecture

Find out more about our predictive dialer system. [Contact us today!](#)

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+1 800.267.1364 voice and fax | [Sitemap](#)

# **EXHIBIT D**

**Defendant United Recovery  
Systems Registering their  
Interactive Intelligence  
Auto-Dialer with Texas**

Case 2:06-cv-01056-SPT-DWM Document 1-1 Filed 2/17/10 Page 13 of 27  
Public Utility Commission of Texas Document Registration  
**Public Utility Commission Of Texas**  
**ADAD Registration**  
**Project 37833**

**Company Information**

**Company Name:** UNITED RECOVERY SYSTEMS LP  
**PUC Tracking No.:** AD040005  
**Organization Type:** Limited Partnership  
**Electronic Submissions:**  
**Last Submitted:** Never Submitted  
**Submissions:** 0

NOTE: For changes to business entity, state of incorporation, identification numbers, or business or professional certificates please convey information in the note field in the Affirmation section below. Thank you.





**Additional Names**

 **Add Record**

Action	Company/DBA/Additional Names Information
--------	--





**Company Addresses and Contact Information**

 **Add Record**

Action	Address Information																																							
	<table><tr><td><b>Company / Physical</b></td><td><b>Non Emergency</b></td><td></td></tr><tr><td colspan="3"><b>Company:</b> UNITED RECOVERY SYSTEMS LP</td></tr><tr><td colspan="3"><b>Contact:</b> MICHAEL STRACHAN</td></tr><tr><td colspan="3"><b>Title:</b></td></tr><tr><td colspan="3"><b>Address1:</b> 5800 N COURSE DRIVE</td></tr><tr><td colspan="3"><b>Address2:</b></td></tr><tr><td colspan="3"><b>City, St</b> HOUSTON TX , 77072</td></tr><tr><td colspan="3"><b>Zip:</b></td></tr><tr><td colspan="3"><b>Website:</b> www.ursi.com</td></tr><tr><td colspan="3"><b>Email:</b> mike.strachan@ursi.com</td></tr><tr><td colspan="2"><b>Main:</b> (713) 977-1234</td><td><b>Home:</b></td></tr><tr><td colspan="2"><b>Toll-Free:</b> (800) 352-7469</td><td><b>Cell:</b></td></tr><tr><td colspan="3"><b>Fax:</b> (713) 977-0119</td></tr></table>	<b>Company / Physical</b>	<b>Non Emergency</b>		<b>Company:</b> UNITED RECOVERY SYSTEMS LP			<b>Contact:</b> MICHAEL STRACHAN			<b>Title:</b>			<b>Address1:</b> 5800 N COURSE DRIVE			<b>Address2:</b>			<b>City, St</b> HOUSTON TX , 77072			<b>Zip:</b>			<b>Website:</b> www.ursi.com			<b>Email:</b> mike.strachan@ursi.com			<b>Main:</b> (713) 977-1234		<b>Home:</b>	<b>Toll-Free:</b> (800) 352-7469		<b>Cell:</b>	<b>Fax:</b> (713) 977-0119		
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<b>Toll-Free:</b> (800) 352-7469		<b>Cell:</b>																																						
<b>Fax:</b> (713) 977-0119																																								

**Adad Units**

 **Add Record**

Action	Address Information																											
	<table><tr><td><b>Provider:</b> Verizon, PointOne and GlobalCrossing</td><td><b>Manufacturer:</b> Interactive Intellig</td><td></td></tr><tr><td><b>Serial No:</b> Customer Information Center 2.4</td><td><b>FCC/ACTA Registration No:</b> 5TCXDNANPM400T1</td><td><b>EDIT</b></td></tr><tr><td colspan="3"><b>ADAD Physical Address</b></td></tr><tr><td colspan="3"><b>Company:</b> UNITED RECOVERY SYSTEMS LP</td></tr><tr><td colspan="3"><b>Contact:</b> MICHAEL STRACHAN</td></tr><tr><td colspan="3"><b>Address1:</b> 5800 NORTH COURSE DRIVE</td></tr><tr><td colspan="2"><b>Main:</b> (713) 977-1234</td><td></td></tr><tr><td colspan="2"><b>Alternate:</b> (800) 352-7469</td><td></td></tr><tr><td colspan="2"><b>Fax:</b> (713) 977-0119</td><td></td></tr></table>	<b>Provider:</b> Verizon, PointOne and GlobalCrossing	<b>Manufacturer:</b> Interactive Intellig		<b>Serial No:</b> Customer Information Center 2.4	<b>FCC/ACTA Registration No:</b> 5TCXDNANPM400T1	<b>EDIT</b>	<b>ADAD Physical Address</b>			<b>Company:</b> UNITED RECOVERY SYSTEMS LP			<b>Contact:</b> MICHAEL STRACHAN			<b>Address1:</b> 5800 NORTH COURSE DRIVE			<b>Main:</b> (713) 977-1234			<b>Alternate:</b> (800) 352-7469			<b>Fax:</b> (713) 977-0119		
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<b>Contact:</b> MICHAEL STRACHAN																												
<b>Address1:</b> 5800 NORTH COURSE DRIVE																												
<b>Main:</b> (713) 977-1234																												
<b>Alternate:</b> (800) 352-7469																												
<b>Fax:</b> (713) 977-0119																												

**Address2:**  
**City, St** HOUSTON TX , 77072  
**Zip:**  
**Website:** www.ursi.com

**Cell:**  
**Home:**  
**Email:**

### Adad Data File Uploader



Please Note: This form is provided for non-confidential, web-based submissions. All confidential submissions should be made on physical media labeled with your company's tracking number. Click here for more information. Two identical diskettes/CDs with the 10 digit telephone number and county location for each line are still required. If there are **5 or less** you may enter this information in the comments fields.

Browse...

Submit

Uploaded Files: AD040005.txt

### Affirmation

Record Saved

9/14/2010 2:07:28 PM



Save Section

**By submitting this report, I swear and affirm that all statements and representations submitted herein are true and correct to the best of my knowledge.**

Comments:

**Name:** Debra Crotwell  
**Title:** Director of Quality Assurance  
**Affirm Date:** 9/14/2010 2:07:28 PM

Registration Has Been Submitted!  
PRINT THREE COPIES OF THIS FORM TO BE FILED IN CENTRAL RECORDS



## Public Utility Commission of Texas

[Industry Information](#) [Communications](#) [Registration & Reporting](#) [ADAD - Automatic Dial](#)

[Consumer](#)

[Industry](#)

[Agency](#)

[Rules & Laws](#)

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# Certification and Licensing

## ADAD - Automatic Dial Announcing Device Registration

### Overview

ADAD stands for Automatic Dial Announcing Device, and this is the mechanism that sends a message to your home or workplace and could leave such a message on your answering machine.

Since 1986, the Texas PUC has been issuing ADAD permits for a fee. The fee for a new permit is \$10 and \$15 respectively.

**Who Should File:** Any individual or company using an ADAD machine or software to send a message should file for an ADAD permit application.

**When to File:** Any individual or company wishing to send unsolicited calls via an ADAD machine or software should file for an ADAD permit application PRIOR to engaging in such calls. Failure to file for a permit may result in administrative penalties not to exceed \$1000 for each day or portion of a day during which the individual or company is operating in violation of the PUC rules. See below for applicable rules. ADAD permit holders are required to **renew** their applications within a year of the date the permit was issued.

**Incomplete Applications:** Incomplete applications will be rejected and returned to you and two will remain as public record in our Central Records. Incomplete applications are required to re-submit 4 copies of the corrected application in its entirety to the Central Records.

ADAD permit holders are also required to subscribe to the Texas and National Do Not Call Lists.

- 1) [Texas Do Not Call List](#)
- 2) [National Do Not call List](#)

### Forms - Applications

[ADAD New Permit Application Packet](#)

[ADAD Complaint Form for the Local Exchange Carrier \(LEC\)](#)

### [ADAD Annual Re-Registration Application - Login Required](#)

Three copies of this Annual Renewal MUST be filed in Central Records.

Email [jennifer.luckey@puc.state.tx.us](mailto:jennifer.luckey@puc.state.tx.us) If you have any questions.

## Forms - Applications

[Penalties for Violations Relating to Registration of ADADs](#)

[ADAD Cease and Desist Letters FAQ](#)

## Registered Companies

[Automatic Dial Announcing Devices](#)

**Correction to these lists:** send a written notice to Filing Clerk, Public Utility Commission of Texas, Room 8-100, P. O. Box 13326, Austin, TX, 78711-3326.

## Rules - Statutes - Orders

[Substantive Rule §26.125 - Automatic Dial Announcing Device \(ADADs\)](#)

## Assistance

[Frequently Asked Questions](#)

James Kelsaw at 512-936-7338 or [james.kelsaw@puc.state.tx.us](mailto:james.kelsaw@puc.state.tx.us)

Jennifer Luckey at 512-936-7349 or [jennifer.luckey@puc.state.tx.us](mailto:jennifer.luckey@puc.state.tx.us)

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The PUC makes extensive use of Adobe's Acrobat PDF format  Download a free copy

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General Information: 512-936-7000 Email: [web@puc.state.tx.us](mailto:web@puc.state.tx.us)